



DEPARTMENTAL PROMOTIONAL EXAMINATION

For

ASSISTANT DIVISION CHIEF/ PROGRAM MANAGER

This departmental promotional examination is being conducted using an alternative examination and selection process for filling specified positions. In addition to candidates competing promotionally, interested incumbents at the Assistant Division Chief/Program Manager level and those eligible for lateral transfers are encouraged to apply.

DIVISION : Licensing Operations
POSITION : Section Manager,
Program/Policy Development Branch
LOCATION : Sacramento
SALARY : \$6779 - \$7474
FINAL FILING DATE : May 1, 2009

(All applications must be **received** no later than 5:00 p.m. on the final filing date.)

You may fax a copy of your application to Wesley Goo at (916) 657-6769 to ensure receipt by the Division prior to 5:00 p.m. on the final filing date. If a faxed copy of the application was sent to the Division, you must mail the original application and Statement of Qualifications postmarked no later than the Final File Date to: Department of Motor Vehicles, Attention: Wesley Goo, 2570 24th Street, MS H-172, Sacramento, CA 95818.

DUTIES/RESPONSIBILITIES

Under the direction of the Program and Policy Development Branch Chief, serves as the high level primary point of contact for all information technology activities related to the Licensing Operations Division (LOD). Through a subordinate Manager V and Staff Services Manager II, incumbent plans, organizes, and directs the activities in the Driver License automated programs. This includes the development of the business requirements for the automated programs, the user testing and approval to release to production of programs and the coordination with staff and operational units involved with these projects. The incumbent is also responsible for the management of several sensitive, critical, departmental projects with statewide implications for the citizens of California. These projects include the multimillion dollar Driver License and Identification Card contract, and the evaluation and implementation of identification systems such as Biometrics.

MAJOR DUTIES OF THE POSITION INCLUDE

- Manages a staff in the development of policy, procedures, and priority related to several critical, sensitive, department projects that involve millions of dollars and impact the majority of citizens within California with regard to licensing and identification.
- Formulate objectives, program goals, and work plans related to evaluation and implementation of these critical projects.
- Make recommendations to management regarding policies, procedures, critical timeframes, and risks.
- Establish and monitor priorities and ensure that programs and projects are managed in a manner that integrated the most efficient business and technology solutions.
- Work with internal (other divisions) and external (Department of Finance, BTH Agency, AAMVA, etc.) entities to communicate and coordinate the over all effort, obtain necessary consensus, and ensure a successful implantation.
- Serves as the primary high point on contact for the division on all IT related issues, including priority setting and management.
- Works directly with Information Systems Division (ISD) management to ensure that all critical division automation needs are fully understood and supported.
- Ensures that the division is able to maintain multiple mission critical functions and take advantage of changing technological advances to streamline workload and maximize service levels.
- Serves as the decision/priority setting point for competing technological resources within the divisions.
- Consults with ISD team leaders and management with regard to implementation of automated processes, improvement to existing programs and correction of computer mishaps.
- Serves as Data Resource Manager for all LOD databases, including driver license, driver safety, occupational licensing, and related peripheral databases.
- Through subordinate management staff, oversee the development and implementation of several high priority information technology projects related to the Licensing Operations Division. These include e-DMV projects, Portal projects, and other technological enhancements to the licensing process.
- Responsibilities include high-level coordination, communication, support, and oversight of these projects.
- Responsible for performing the most complex and sensitive technical analyses.
- Represents the department and division at high level meetings to articulate critical technical aspects of these major projects in order to ensure the security aspects, goals, and funding aspects are fully addressed, and to obtain necessary approvals.
- Respond to requests for information related to the impacts of these projects on other major departmental, state and/or federal programs.
- Through subordinate management staff, coordinates staff work involving such functions as preparing Feasibility Study Reports, Request for Proposals, Special Project Reports, Business Case Analyses, Budget Change Proposals, issue papers, cost/benefits and risk analyses, Post Implementation Evaluation Reports, and other decision documents for review by department management.
- Establishes Driver License Automation priorities for unit staff and the (ISD) in consideration of legislative requirements, public service needs, and operational benefits department-wide.
- Evaluates and recommends procedures and policies relating to automated processing of Driver License activities.
- Serves as consultative technical representative to the Deputy Director, Branch Chief, Program and Policy Development, and other top management.
- Negotiates workload priorities and deadlines with systems users and department management.
- Make recommendations to management regarding policies, procedures, critical timeframes, and risks.
- Act as backup for the Branch Chief.

POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA

In addition to the minimum qualifications listed, the following position specific qualifications will be evaluated. Only the most qualified candidates will be interviewed based on screening criteria.

- Knowledge and experience in the Driver License automation programs, Information Technology projects, and organization, functions, policies and procedures of the department.
- Ability to communicate effectively (both orally and in writing) and make presentations to all levels within and outside the department.
- Knowledge of public administration and general management principles.
- Ability to analyze situations accurately and take appropriate action.
- Ability to establish and maintain cooperative working relationships with peers and co-workers.

MINIMUM QUALIFICATIONS

Either I

One year of experience in State service at a level of responsibility equivalent to that obtained in the class of Manager V, Department of Motor Vehicles.

Either II

Two years of experience in State service at a level of responsibility equivalent to that obtained in the class of Manager IV, Department of Motor Vehicles.

Or III

Three years in the California state service performing supervisory or managerial duties at a level of responsibility equivalent to that obtained in the class of Manager III, Department of Motor Vehicles.

KNOWLEDGE AND ABILITIES

Knowledge of: Principles and modern methods of public, personnel, fiscal, and business administration; organization, purposes, and activities of the Department of Motor Vehicles; provisions of the California Vehicle Code with particular reference to provisions pertaining to the Department of Motor Vehicles; administrative problems involved in directing a large State division; a manager's role in ensuring Equal Employment Opportunities.

Ability to: Effectively plan, organize, and coordinate the work of a large staff involved in diverse functions; adapt to the responsibilities and demands of the management role in a large public agency; delegate authority and apply administrative controls effectively; direct the work of other managers and motivate them to achieve maximum effectiveness; prepare concise but comprehensive reports; establish and maintain cooperative relations with the public and other governmental and private agencies; speak and write effectively; analyze situations accurately and take effective action; interpret and apply the provisions of the California Vehicle Code; effectively provide Equal Employment Opportunities.

Additional Desirable Qualification Demonstrated administrative ability.

EXAMINATION INFORMATION

This examination process provides for position specific examining and selection of the most qualified managerial candidates. Job-selection criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification will be applied. All candidates who meet the qualifications may compete for the vacant position. An evaluation of the Statement of Qualifications, and/or interview may be used to rate candidates. A pool of candidates will be created for the specific position identified on this bulletin which will include the ranking of each candidate. Candidates will be notified in writing of their examination results.

All interested applicants must submit:

FILING INSTRUCTIONS: Applicants failing to meet the filing instructions for this examination will be eliminated.

All interested applicants must submit:

- An original, signed State application (STD. 678) which includes civil service titles and dates of experience.
- A Statement of Qualifications. This **Statement of Qualifications** is to be a discussion of the candidate's education and experience relative to the Position Specific Qualifications/Evaluation Criteria that would qualify them for the position. **The statement cannot be more than two pages in length.**
- Resumes are optional and do not take the place of the Statement of Qualifications.
- Effective January 1, 2009, Government Code Section 18991 is enacted which permits persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty to apply for Special Examination & Appointment (SEA) Program examinations, for which he/she meets the minimum qualifications. **Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Examination Application (STD. 678).**

The State application and Statement of Qualifications are to be submitted to:

**Department of Motor Vehicles,
Attention: Wesley Goo
2570 24th Street, Mail Station: H-172
Sacramento, CA 95818**

APPLICANTS WHO FAIL TO SUBMIT A STATEMENT OF QUALIFICATIONS WILL BE ELIMINATED FROM THE EXAMINATION.

SELF CERTIFICATION STATEMENT: The signature on your application indicates that you have read, understood, and possess the minimum qualifications required for acceptance into this examination.

Any eligibility received through a previous promotional examination process will not be utilized. In order to be considered for this position, you must submit a State application and Statement of Qualifications which must be received by the final filing date. Questions regarding the position should be directed to Wesley Goo at (916) 657-8976. Questions concerning the examination process should be directed to Alice Schneider, Selection Analyst at (916) 657-6899. California Relay Telephone Service for the deaf or hearing impaired from TDD phone: 1-800-735-2929; from voice phones 1-800-735-2922.

ELIGIBLE LIST INFORMATION

A certification list will not be established as a result of this examination; therefore, candidates will not have the ability to transfer list eligibility to other departments. This examination is only for the specific position identified within this bulletin. **Applications received will not be maintained for future positions.**

CRIMINAL RECORD CLEARANCE INFORMATION

Some positions, within various divisions of the Department of Motor Vehicles, may be subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigations will complete this check. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.